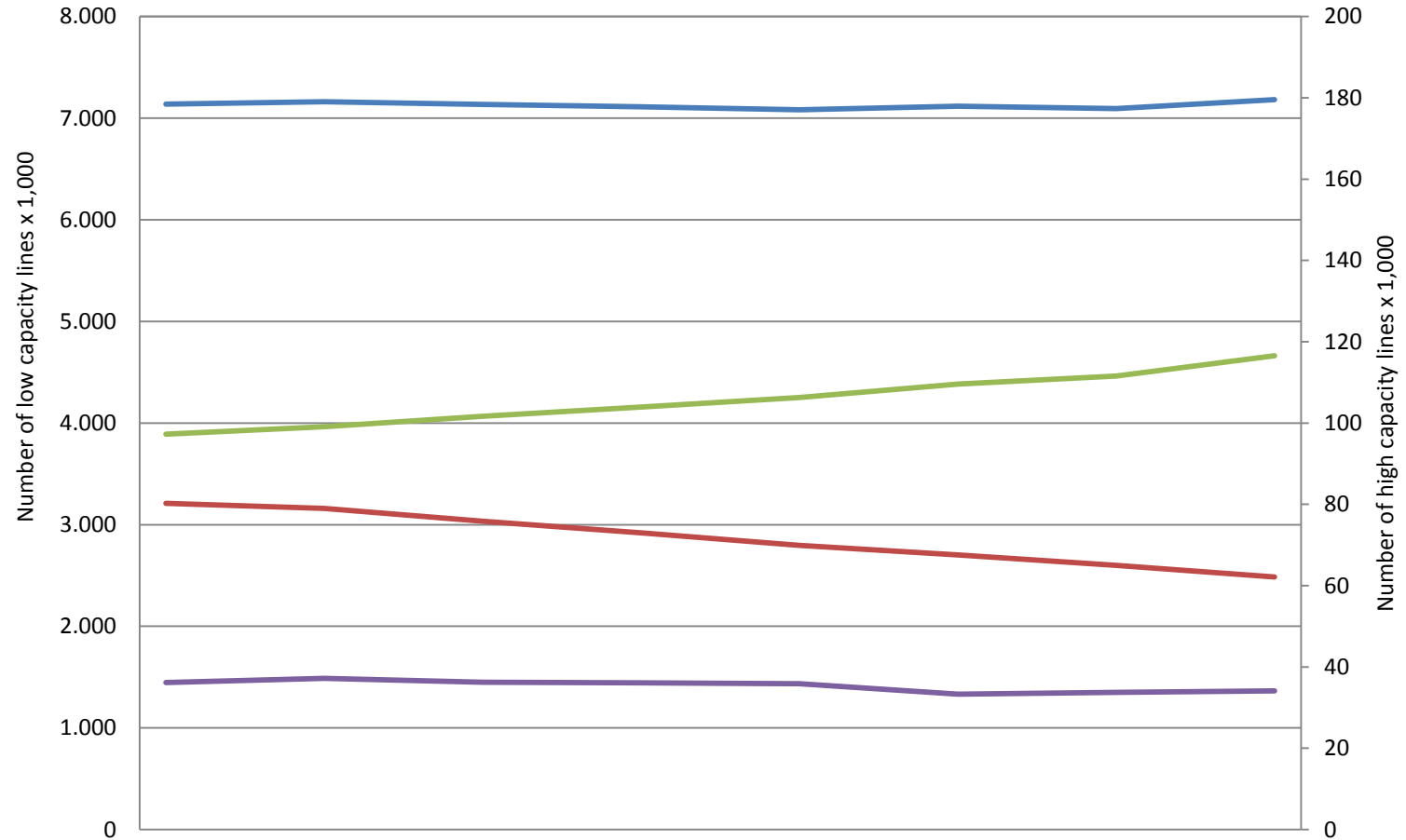




## Fixed telephony: Number of retail connections PSTN + VoB

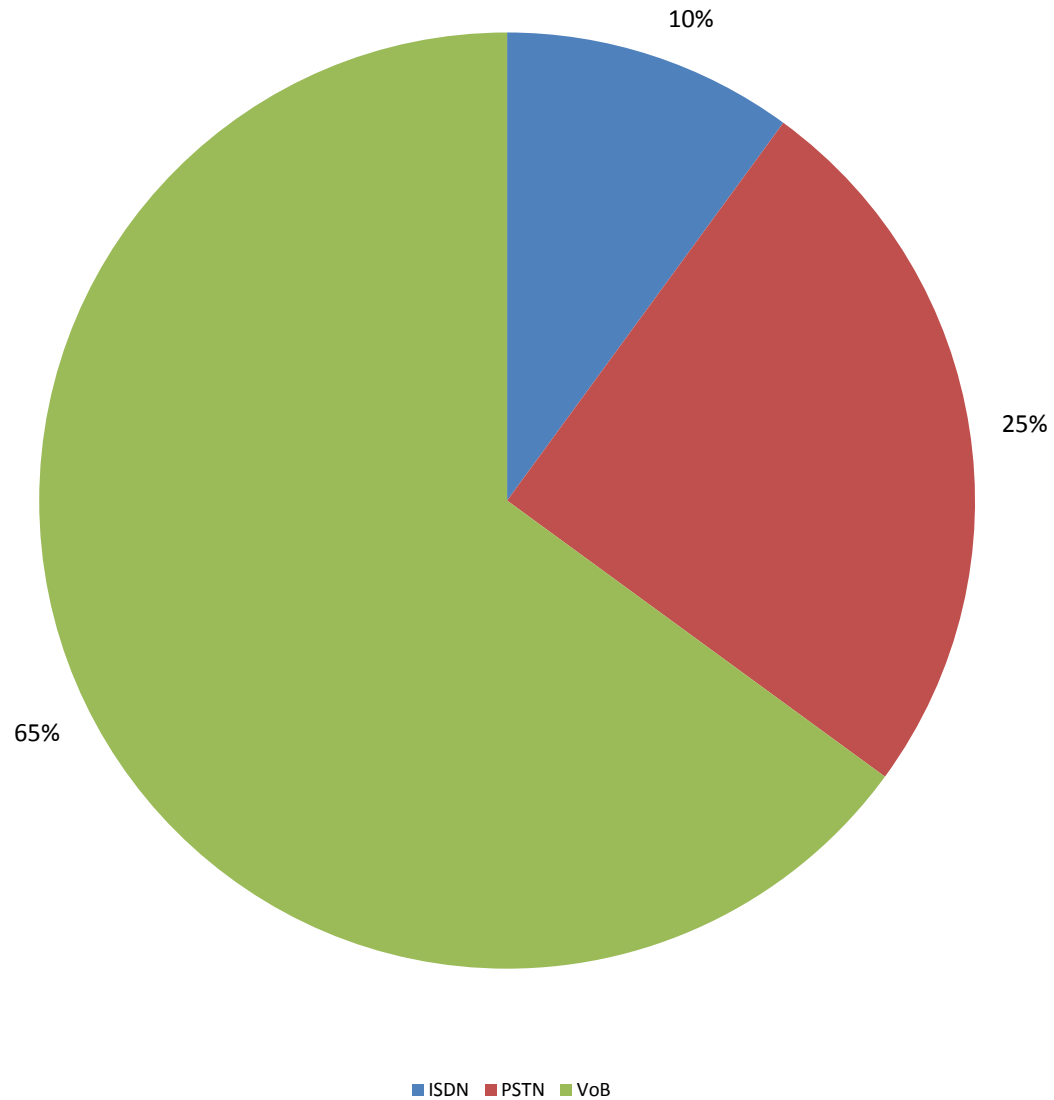


	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012
— Total number of retail fixed voice lines	7.138	7.162	7.135	7.113	7.084	7.118	7.096	7.182
— Number of low capacity lines PSTN	3.210	3.161	3.033	2.919	2.795	2.701	2.600	2.485
— Number of low capacity lines VoB	3.891	3.964	4.065	4.157	4.253	4.383	4.462	4.663
— Number of high capacity lines	36	37	36	36	36	33	34	34

Based on figures of AT T, ATLANTIC, BBNEED, BT, CAIW, COLT, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON, VODAFONE and ZIGGO. Based on questions 2\_A2\_2\_1 till 2\_A2\_2\_4 2\_A2\_3\_1 till 2\_A2\_3\_9 of the SMM.

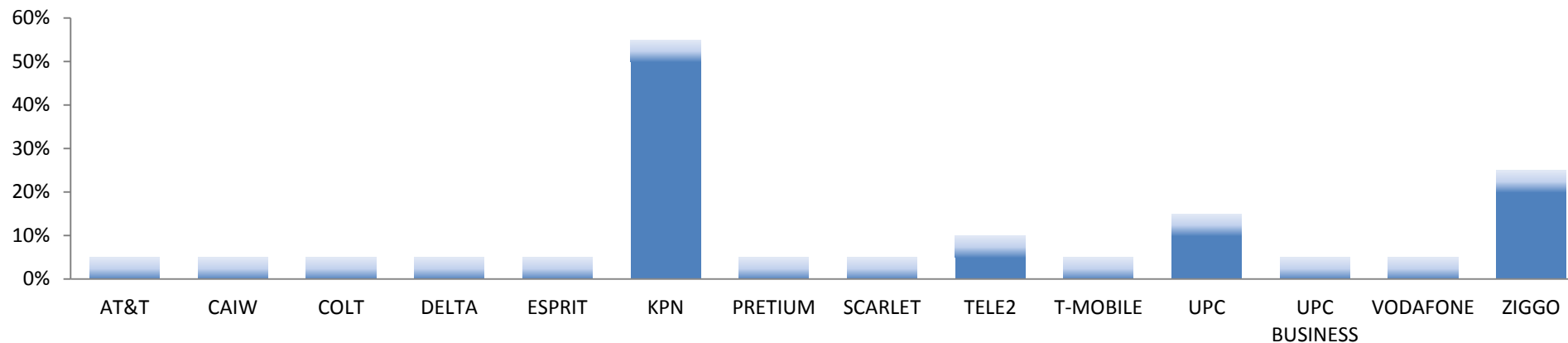


## Fixed telephony: Retail connections per type (2012Q4)





## Fixed telephony: Market shares retail low capacity lines PSTN + VoB (2012Q4)

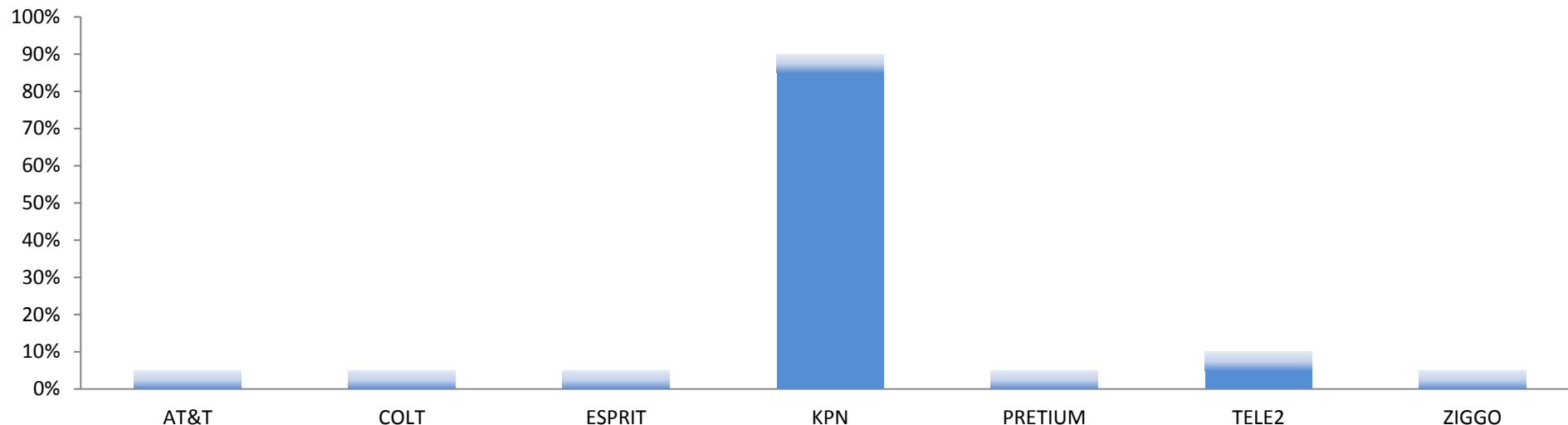


	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012
AT&T	-	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
BBNED	[0-5%]	[0-5%]	[0-5%]	-	-	-	-	-
CAIW	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
DELTA	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[55-60%]	[55-60%]	[55-60%]	[55-60%]	[55-60%]	[50-55%]	[50-55%]	[50-55%]
PRETIUM	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
SCARLET	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
TELE2	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
T-MOBILE	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
UPC	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]
UPC BUSINESS	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VODAFONE	-	-	-	-	-	-	[0-5%]	[0-5%]
ZIGGO	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[20-25%]	[20-25%]	[20-25%]	[20-25%]

Based on figures of AT T, ATLANTIC, BBNED, CAIW, COLT, DELTA, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VODAFONE and ZIGGO. Based on questions 2\_A2\_2\_1, 2\_A2\_2\_2 and 2\_A2\_3\_1,2,3,7,8,9 of the SMM.



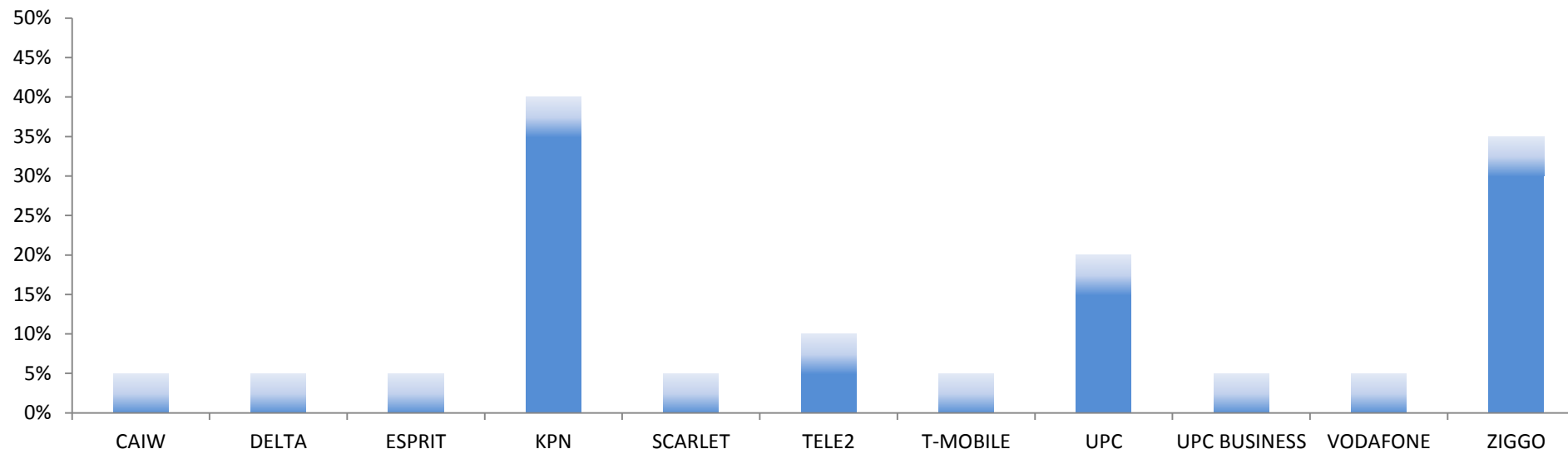
## Fixed telephony: Ratios of low capacity lines PSTN (2012Q4)



	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012
AT&T	-	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
BBNED	[0-5%]	[0-5%]	[0-5%]	-	-	-	-	-
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[85-90%]	[85-90%]	[85-90%]	[85-90%]	[85-90%]	[85-90%]	[85-90%]	[85-90%]
PRETIUM	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
TELE2	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
ZIGGO	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]



## Fixed telephony: Ratios of low capacity lines VoB (2012Q4)

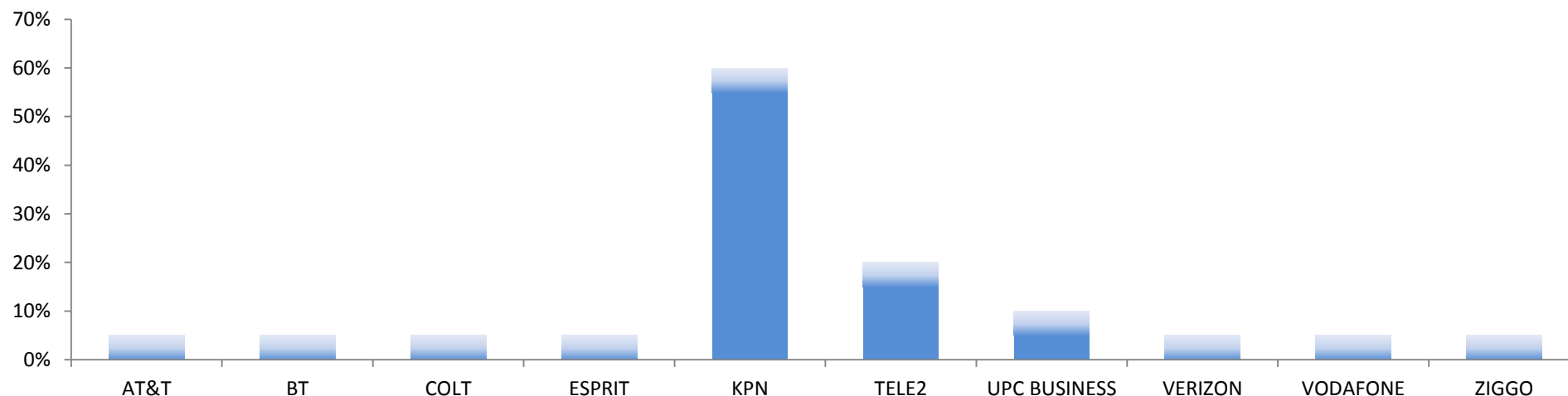


	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012
BBNED	[0-5%]	[0-5%]	[0-5%]	-	-	-	-	-
CAIW	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
DELTA	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	-	[0-5%]	-	-	-	[0-5%]	[0-5%]	[0-5%]
KPN	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[35-40%]
SCARLET	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
TELE2	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
T-MOBILE	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
UPC	[15-20%]	[15-20%]	[15-20%]	[20-25%]	[20-25%]	[20-25%]	[20-25%]	[15-20%]
UPC BUSINESS	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VODAFONE	-	-	-	-	-	-	[0-5%]	[0-5%]
ZIGGO	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]	[30-35%]

Based on figures of BBNED, CAIW, DELTA, ESPRIT, KPN, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VODAFONE and ZIGGO. Based on questions 2\_A2\_2\_2 and 2\_A2\_3\_7,8 of the SMM.



## Fixed telephony: Market shares based on retail high capacity lines PSTN + Vob (2012Q4)

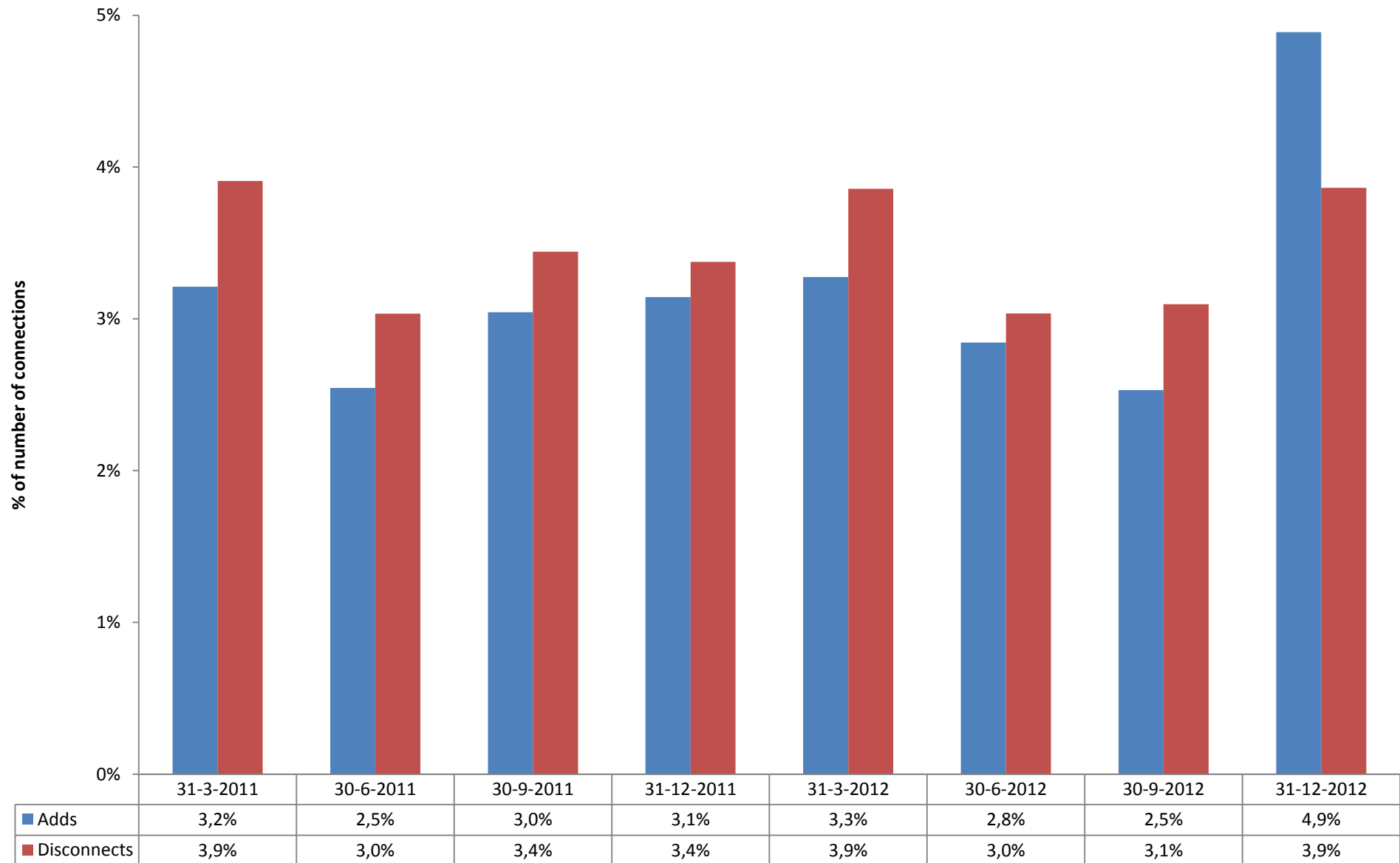


	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012
AT&T	-	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
BBNED	[0-5%]	[0-5%]	[0-5%]	-	-	-	-	-
BT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[65-70%]	[65-70%]	[65-70%]	[65-70%]	[65-70%]	[60-65%]	[55-60%]	[55-60%]
TELE2	[10-15%]	[10-15%]	[10-15%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]
UPC BUSINESS	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]	[5-10%]
VERIZON	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VODAFONE	-	-	-	-	-	-	[0-5%]	[0-5%]
ZIGGO	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]

Based on figures of AT T, ATLANTIC, BBNED, BT, COLT, ESPRIT, KPN, TELE2, UPC BUSINESS, VERIZON, VODAFONE and ZIGGO. Based on questions 2\_A2\_2\_3, 2\_A2\_2\_4 and 2\_A2\_3\_4,5,6,9 of the SMM.



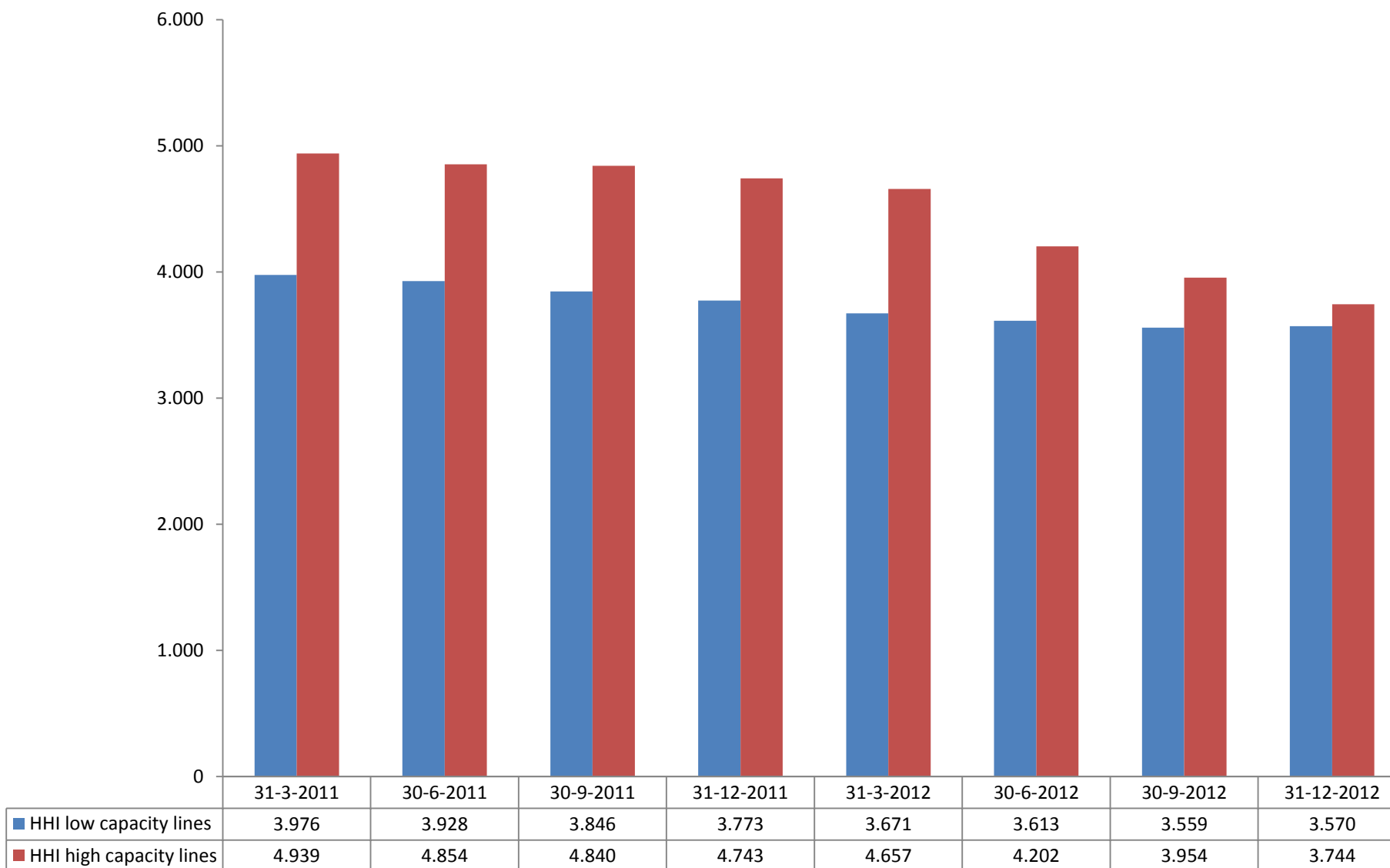
## Fixed telephony: Churn based on number of retail connections PSTN + VoB



Based on figures of AT T, ATLANTIC, BBNEED, BT, CAIW, COLT, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON, VODAFONE and ZIGGO. Based on questions 2\_A3\_5,6,7,8\_1,\_2 and 2\_A4\_1-9\_1-2 of the SMM.



## Fixed telephony: Herfindahl-Hirschman Index of retail lines PSTN+VoB

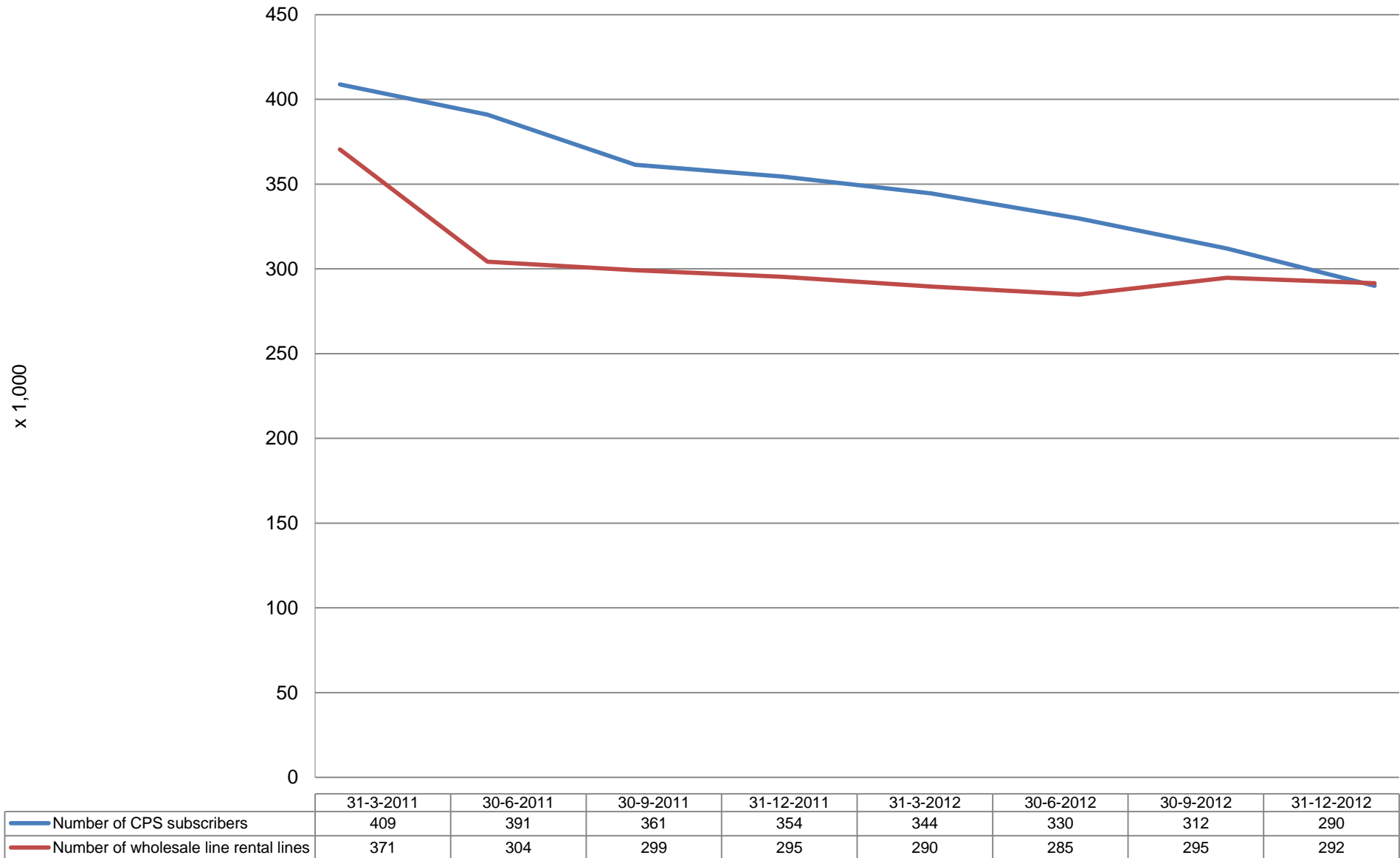


Based on figures of AT T, ATLANTIC, BT, CAIW, COLT, DELTA, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON, VODAFONE and ZIGGO. Based on questions 2\_A2\_2\_1 till 2\_A2\_2\_4 and en 2\_A2\_3\_1 till 2\_A2\_3\_9 of the SMM.





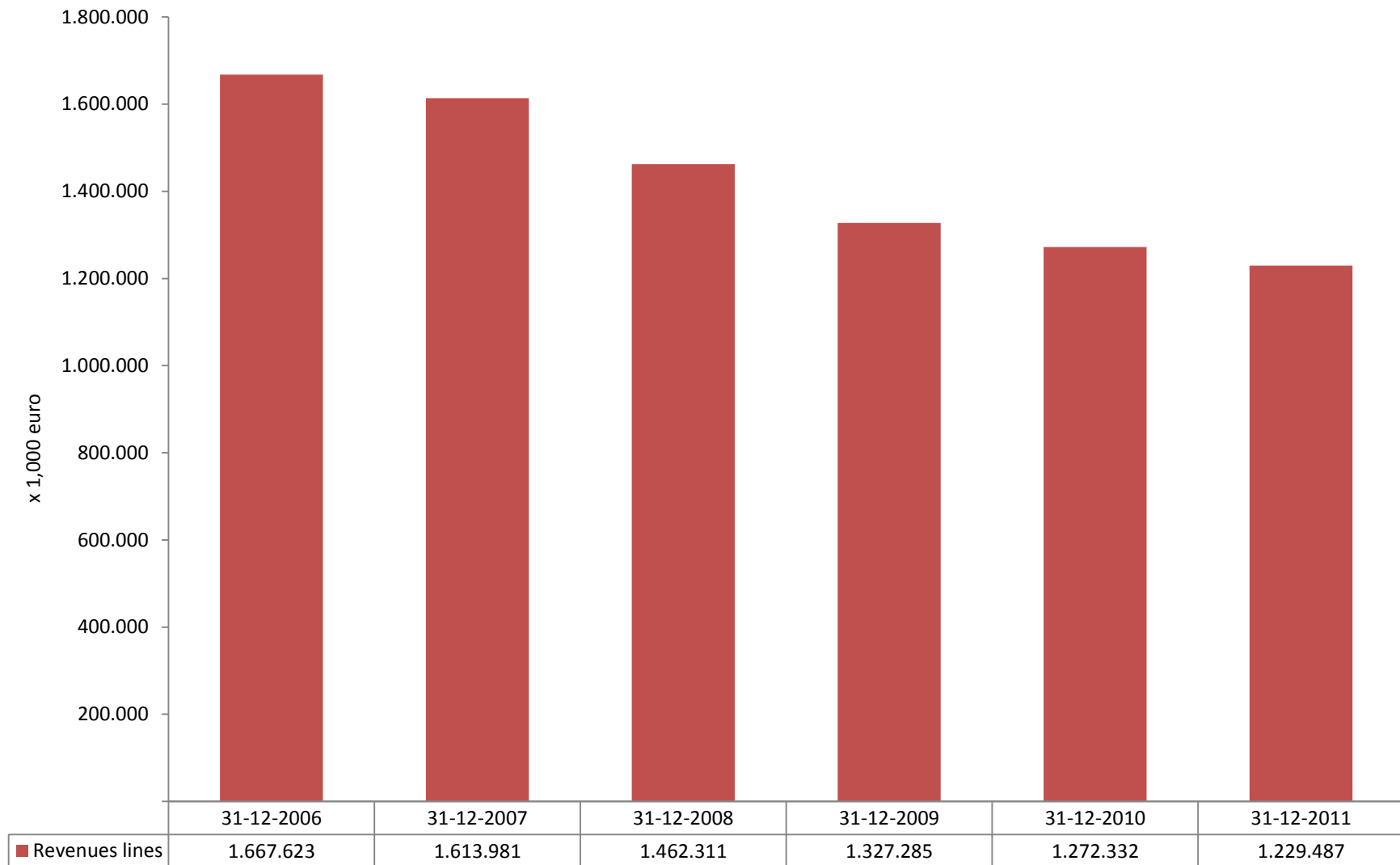
## Fixed telephony: Number of WLR lines and CPS subscribers



Based on figures of AT T, ATLANTIC, BT, COLT, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, UPC BUSINESS and VERIZON. Based on questions 2\_B\_9\_1, 2\_E\_14\_1 and en 2\_E\_15\_1 till 2\_E\_15\_6 of the SMM.



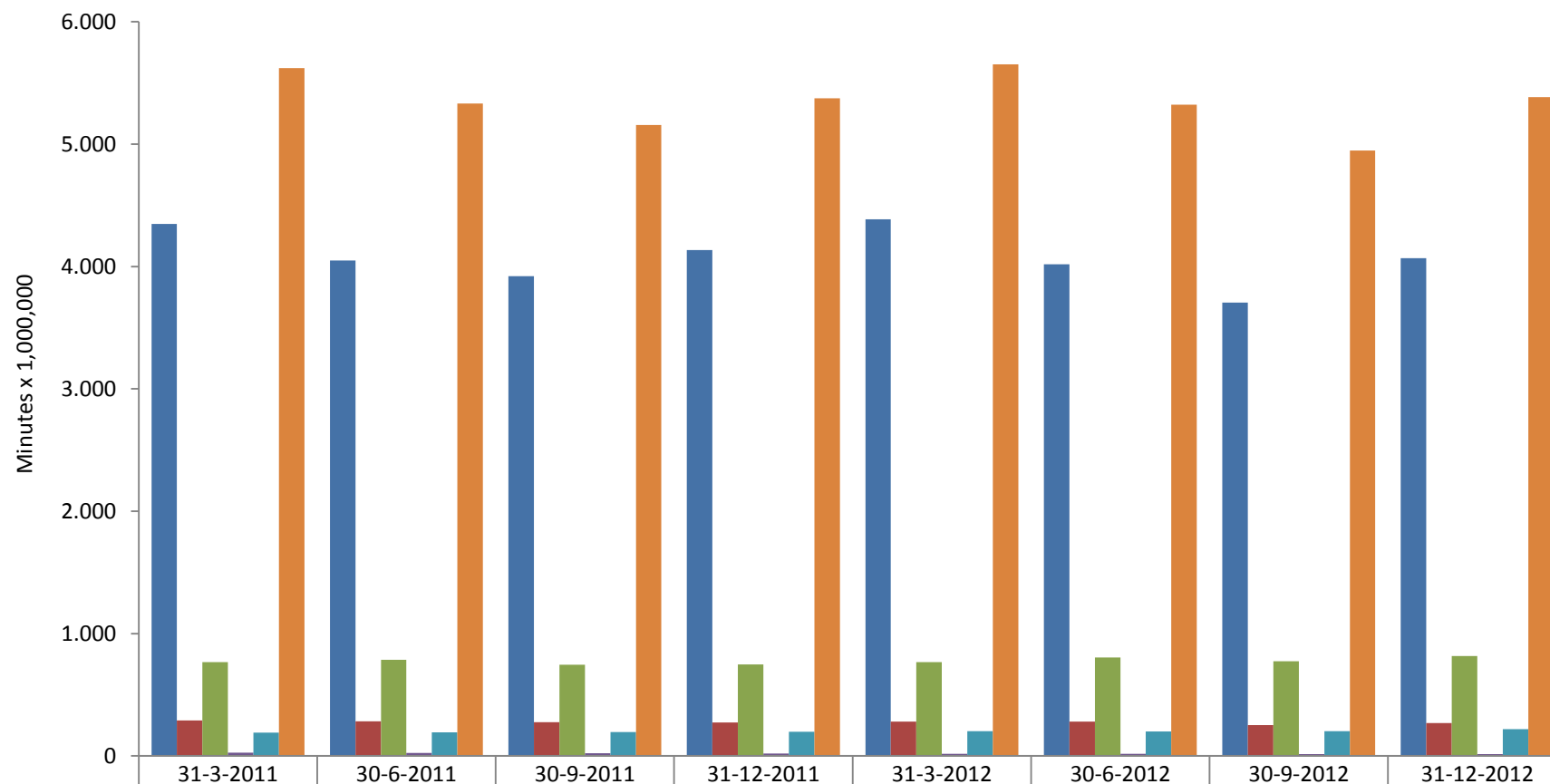
## Fixed telephony: Annual retail revenues PSTN + VoB lines



Based on figures of ACN, ATLANTIC, BT, CAIW, COLT, ESPRIT, KPN, ONLINE, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON and ZIGGO. Based on questions 2\_A1\_1\_1, 2\_A1\_1\_2 and 2\_A1\_1\_3 of the SMM.



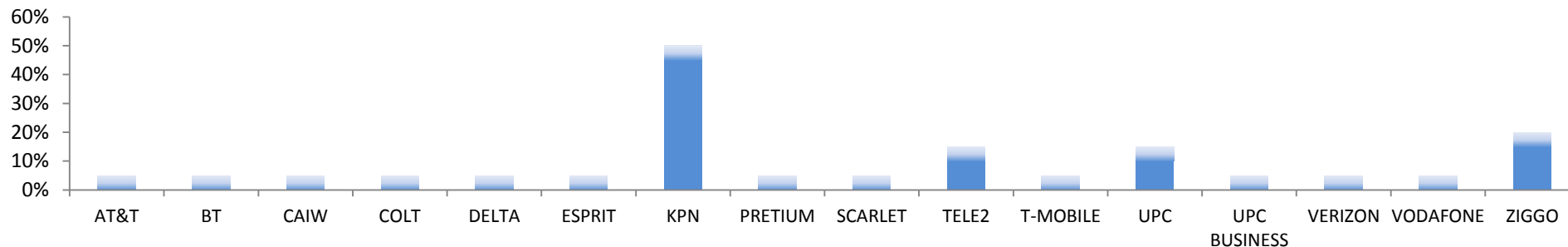
## Fixed telephony: Total retail traffic in minutes



Local and national	4.347	4.048	3.921	4.135	4.385	4.019	3.705	4.068
International	289	283	275	273	280	281	253	269
Fixed-mobile	767	784	744	748	766	806	774	815
Narrowband data traffic	27	25	22	20	17	16	14	14
Other	191	192	194	197	203	200	202	220
Total volume	5.621	5.332	5.157	5.374	5.651	5.322	4.949	5.385



## Fixed telephony: Market shares based on retail traffic (2012Q4)

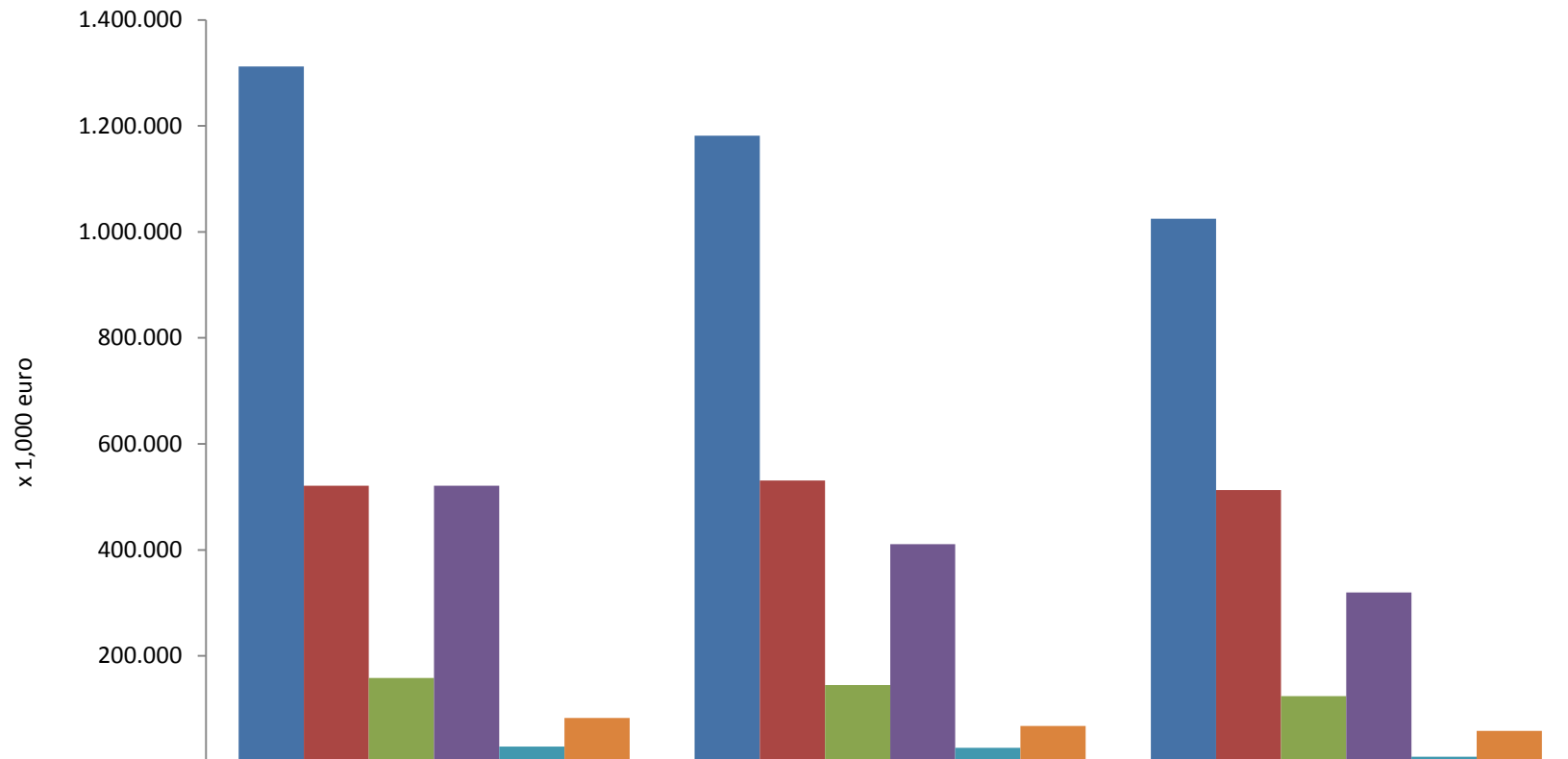


	31-3-2011	30-6-2011	30-9-2011	31-12-2011	31-3-2012	30-6-2012	30-9-2012	31-12-2012
AT&T	-	-	-	-	-	[0-5%]	[0-5%]	[0-5%]
BBNED	[0-5%]	[0-5%]	[0-5%]	-	-	-	-	-
BT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
CAIW	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
COLT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
DELTA	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
ESPRIT	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
KPN	[50-55%]	[50-55%]	[50-55%]	[50-55%]	[50-55%]	[45-50%]	[45-50%]	[45-50%]
PRETIUM	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
SCARLET	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
TELE2	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]
T-MOBILE	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
UPC	[10-15%]	[5-10%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[10-15%]
UPC BUSINESS	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VERIZON	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]	[0-5%]
VODAFONE	-	-	-	-	-	-	[0-5%]	[0-5%]
ZIGGO	[10-15%]	[10-15%]	[10-15%]	[10-15%]	[15-20%]	[15-20%]	[15-20%]	[15-20%]

Based on figures of AT T, ATLANTIC, BBNED, BT, CAIW, COLT, ESPRIT, KPN, PRETIUM, SCARLET, TELE2, T-MOBILE, UPC, UPC BUSINESS, VERIZON, VODAFONE and ZIGGO. Based on questions 2\_C2\_11\_1 till 2\_C2\_11\_5 of the SMM.



## Fixed telephony: Annual revenues retail traffic



	31-12-2010	31-12-2011	31-12-2012
Total revenues traffic	1.312.056	1.181.429	1.025.119
Revenues local and national traffic	520.856	530.935	512.765
Revenues international traffic	158.399	145.061	123.977
Revenues fixed-to-mobile traffic	521.279	410.704	319.892
Revenues narrowband data traffic	28.820	26.626	9.855
Other traffic revenues	82.701	68.103	58.629